



19 December 2008

**Subject:** FAA Administrative Voice Enterprise Services (FAVES) Procurement  
Draft Screening Information Request (SIR)

**Reference:** (a) FAA Public Announcement; Dated - 6 October 2008; Subject - FAA  
Administrative Voice Enterprise Services (FAVES) Program (Strategic  
Plan)  
(b) FAA Market Survey; Dated - 19 March 2008; Subject - National  
Administrative Private Branch Exchange (PBX) Voice Systems and  
Maintenance Services (Request for Information)

To Whom It May Concern:

This Draft SIR is released pursuant to AMS 3.2.1.3.9, Pre-Release of Documents, and provides information to industry regarding the FAA's anticipated acquisition of administrative voice enterprise services.

This is not a request for offers nor is it the Government's intention to use this as a screening device for any such future requests however; comments are requested at this time and the Government may invite respondents for follow up discussions.

The following documents are included for your review:

1. Section B – Pricing Tables and Instructions
2. Section C – Statement of Work
3. Section D – Packaging and Marking
4. Section E – Inspection and Acceptance
5. Section F – Deliveries or Performance
6. Section G – Contract Administration Data
7. Section H – Special Contract Requirements
8. Section I – Contract Clauses
9. Section J – Attachments:
  - a. Attachment J.1 – Technical Specification
  - b. Attachment J.2 – Strategic Plan
  - c. Attachment J.3 – Contract Data Requirements List
  - d. Attachment J.4 – Data Item Descriptions
  - e. Attachment J.5(a) – Instructions for Price Evaluation Tool
  - f. Attachment J.5(b) – Price Evaluation Tool
  - g. Attachment J.6(a) – Inventory Summary
  - h. Attachment J.6(b) – Consolidated Inventory Workbook

- i. Attachment J.7 – Subcontracting Report for Individual Contracts
- j. Attachment J.8 – Contract Security Classification Specification
- 10. Section K – Representations, Certifications, and Other Statements of Offerors
- 11. Section L – Instructions, Conditions and Notices to Offerors
- 12. Section M – Evaluation Factors for Award

Please note that there may be certain areas or section headings in the Draft SIR which are highlighted in yellow. Furthermore, there may be some comments visible. No feedback is sought on these items; they are placeholders and bookmarks for instances where the FAA is still developing the content or they identify cross references that may need to be updated before the final SIR package is released.

In addition to any general comments or questions that you may have regarding this Draft SIR, the Government would also like to solicit your input in the following areas:

Section or Reference	Input Requested
Section B	<ul style="list-style-type: none"> <li>- As described in this section, the FAA anticipates an IDIQ contract with both Cost Reimbursable and Fixed Price CLINs. Are there any recommendations regarding CLIN or contract types and do you anticipate any constraints?</li> <li>- Are there any services for which you would not be able to provide a price within the guidelines provided?</li> </ul>
Section C	<ul style="list-style-type: none"> <li>- Is the work effort clearly described in a manner that coincides with the Strategic Plan?</li> <li>- The FAA hopes to provide flexibility regarding connectivity by allowing the vendor to either use the FAA WAN or offer WAN connectivity as part of their enterprise solution. Does the use of the FAA WAN provide any limitations with respect to: (a) your ability to respond to the final SIR, and (b) the solution you are able to propose?</li> <li>- The SOW is structured to call out the work efforts associated with planning for and implementing the Enterprise solution. Other portions of the SOW that apply to both the pre-Enterprise and post-Enterprise phases of the program are called out in more general terms. These areas include: Maintenance and Operations, Service Ordering/Delivery, Customer Support, Configuration Management, etc. In addition, while security is always a concern, the Security Management functions are more geared toward the Enterprise solution rather than standalone, premises-based systems. The FAA would welcome feedback on whether these distinctions are clear.</li> <li>- The FAA is uncertain as to the exact call volume that the Customer Support function will need to support as FAVES contractor takes on maintenance responsibility for more and more of the FAA's legacy assets and how the call volume might change as the migration to the Enterprise solution takes place. The FAA</li> </ul>

	<p>would welcome feedback on how to best deal with this uncertainty to minimize cost risk to the FAA while enabling the contractor to properly plan for the staffing levels needed.</p> <ul style="list-style-type: none"> <li>- For Maintenance and Operations, the FAA is considering an approach where user stations would not be repaired, but simply replaced if they fail. The FAA would welcome feedback on how other organizations address this question and the cost trade-offs. How does the length of the manufacturer's warranty factor into the decision?</li> <li>- The scope of work allows for the possibility that the FAA may choose to designate the FAVES contractor as having ordering authority for trunk lines and POTS lines typically obtained through DITCO and GSA. However; the contractor would not have payment authority and all invoices would be submitted to the FAA for payment. The FAA would welcome feedback on the trade-offs associated with that approach and how it fits into the "managed service" concept.</li> </ul>
Attachment J.5(a) <i>Instructions for Price Evaluation Tool</i>	<ul style="list-style-type: none"> <li>- A draft version of the price evaluation tool is included with the draft SIR. The instructions are intended to provide a description of the objectives and well as guidelines for use. Please provide feedback on whether these instructions clear and easy to follow, or if there areas where you need additional information.</li> </ul>
Attachment J.5(b) <i>Price Evaluation Tool</i>	<ul style="list-style-type: none"> <li>- As previously stated, the Price Evaluation Tool is a draft based in part on the current inventory summary. Given the format provided, do you anticipate any constraints and does the tool seem like it would be easy to use?</li> </ul>
Attachment J.6(a) and J.6(b) <i>Inventory Summary and Consolidated Inventory Workbook</i>	<ul style="list-style-type: none"> <li>- The inventory summary is a result of the FAA's best effort at collecting data from all relevant sites. The Consolidated Inventory Workbook contains several areas, highlighted in yellow, for which there is little or no data available. Does the inventory information provide sufficient detail to understand the systems, type and demographic requirements and do you feel that you are fully able to assess any risks associated with the lack of detail?</li> </ul>

Comments regarding the Draft SIR are requested at this time and should be submitted, electronically, no later than **12:00 Noon EST on Friday, January 30, 2009** to:

Kathy St. Hill, Contract Specialist

[Kathy.Sthill@faa.gov](mailto:Kathy.Sthill@faa.gov)

Please note that a release date has not been established for the final SIR All information will be posted to the FAA Contract Opportunities website, <http://faaco.faa.gov>, as soon as it is available for release.

Any questions regarding this matter may be directed to the undersigned at 202-493-1408 or by email to [Kathy.Sthill@faa.gov](mailto:Kathy.Sthill@faa.gov).

Sincerely,

A handwritten signature in cursive script, reading "Sue Handy".

Sue Handy, AJA-47  
Contracting Officer

A handwritten signature in cursive script, reading "Kathy St. Hill".

Kathy St. Hill, AJA-47  
Contract Specialist